

REC'D TN
REGULATORY AUTH.
JUL 31 AM 9 34
OFFICE OF THE
EXECUTIVE SECRETARY

00-00446

♥ ♥ ♥ ♥
This letter from
Raphael Coater &
statements since the
gas leak was plugged
speak for themselves.
I intend to receive
money / a refund of all
past amounts paid &
unpaid. It is obvious that
the gas leak was
present since before
moved in '97 it was directly

♥ ♥ ♥ ♥
attached to the gas line
which means they installed
it. I want reimbursed
for the time I rented in
Nov 97 until present. I
trust the TRA to
properly estimate the
bills for this refund

Sincerely
Claire Schuler

POSTED
8-1-00

REC'D IN
REGULATORY DIVISION

00 JUL 31 AM 9 28

EXECUTIVE SECRETARY

To Whom It May Concern,

00-00446

On March ^{15TH}~~30TH~~_{RAC} I was visiting the pets at 1007 OLD LASCASSAS RD. I had lived there for a long time but had recently moved out. While I was there an employee of the gas company showed up. He stated he was there because of a dispute over ~~the~~_{RAC} some previous meter readings. He also stated, that there was a report over a possible gas leak. At that time I told him that I had lived there recently and that there was a gas leak, and that I felt it was somewhere at the back of the house. The reason why I told him that is because I had smelled it on several occasions, but not always. He then told me that there was no leak, and that the readings were correct. I disagreed with him, because I had smelled it myself on several occasions. He then told me I would have smelled it all the time even if it were a very small leak. He then gave me some print outs and said please give these to Claire Schuler, and that if she

had any further questions to contact the United Cities Gas company, he gave me a card with phone numbers and left.

The reason for this statement is United Cities Gas has sent a letter to Claire Schuler stating that on March ~~30TH~~^{15TH} they had sent an employee to come to 1007 OLD LASCASSAS RD. to investigate a possible gas leak. I was there from before he got there until well after he left. In United Cities Gas's letter to Claire Schuler they said I was ~~there~~^{RAC} there, but I told the employee that there was no gas leak. That is a totally false statement. Not only did the employee not do any checks on the gas what so ever, he told me that there were no leaks. I asked him how ~~the~~^{RAC} he knew this without checking anything. He told me that if the gas was leaking he would be able to smell it. I then told him to go to the back of the house and he might be able to smell it. He did not go investigate anything. As a matter of fact, he never even got farther than five (5) feet away from

his work truck that was located on the left side drive way (when facing the street.)

To sum this statement up. The Gas company employee never did any of the work or survey that United Cities Gas is saying he did. Not only did they not do the job they are supposed to do they gave a false statement in ~~their~~^{RAC} ~~letter~~^{RAC} their letter to Claire Schuler when they stated that I told the employee that there was no gas leak.

Sincerely,

Raphael

Jan Hinkam



A DIVISION OF ATMOS ENERGY CORPORATION

Direct Billing & Customer Service 1-888-824-343 (TOLL FREE)
EMERGENCY TELEPHONE 1-800-556-5469 (TOLL FREE)

NAME: CLAIRE SCHULER BILL DATE: 04/07/00 CUSTOMER NO. 000329628
SVC ADDRESS: 1007 OLD LASCASSAS HWY MURFREESB ACCOUNT NO. 50-000329628-0156971-7

DATE OF SERVICE		METER READING		USAGE IN CCF (SEE EXPLANATION ON BACK)	RATE CODE	PRESSURE FACTOR
FROM	TO	PRESENT	PREVIOUS			
03/03/00	04/05/00	2905	2872	33	210D	

Pay your gas bills the easy way by mailing your payments in the envelope provided each month with your bill. Bank drafting is another easy option we offer for your convenience. These methods save time and costs to you and to United Cities.

April 20^{days}
25th

2909
May 1
2911

IF BILL IS NOT PAID BY DUE DATE, A PENALTY
(IF APPLICABLE) WILL APPEAR ON YOUR NEXT BILL

Comparative Usage	Monthly Usage CCF	Billing Days	Average Temperature
This Year	33	33	53
Last Year	112	32	49

(RETAIN THIS PART FOR YOUR RECORDS -- THIS BILL MAY NOT REFLECT RECENT PAYMENTS)

SEE REVERSE SIDE FOR EXPLANATION

METER SERIAL #D298880

PREVIOUS BALANCE	384.69
CURRENT GAS CHARGE TOTAL	33.29
GAS CHARGES	33.29
CURRENT CHARGES	33.29
TOTAL AMOUNT DUE	417.98



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NAME: CLAIRE SCHULER BILL DATE: 05/05/00 CUSTOMER NO. 000329628
SVC ADDRESS: 1007 OLD LASCASSAS HWY MURFREESB ACCOUNT NO. 50-000329628-0156971-7

DATE OF SERVICE		METER READING		USAGE IN CCF (SEE EXPLANATION ON BACK)	RATE CODE	PRESSURE FACTOR
FROM	TO	PRESENT	PREVIOUS			
04/05/00	05/03/00	2912	2905	7	210A	

CALL BEFORE YOU DIG

For your safety, you should have the underground utilities in your yard marked before doing any digging or excavation. All areas served by United Cities are part of a 'One-Call' system, which allows you to place one toll-free telephone call to arrange for marking of all underground utilities including gas, water, telephone, electric and cable television lines. One-Call systems in United Cities' service area require calls to be made at least three working days before any digging or excavation is to be done (Virginia requires only two working days).

Georgia (800) 282-7411
Illinois (800) 892-0123
Iowa (800) 292-8989
Kansas (800) 344-7233
Missouri (800) 344-7483
S. Carolina (800) 922-0983
Tennessee (800) 351-1111
Virginia (800) 552-7001

IF BILL IS NOT PAID BY DUE DATE, A PENALTY
(IF APPLICABLE) WILL APPEAR ON YOUR NEXT BILL

Comparative Usage	Monthly Usage CCF	Billing Days	Average Temperature
This Year	7	28	57
Last Year	19	31	52

(RETAIN THIS PART FOR YOUR RECORDS -- THIS BILL MAY NOT REFLECT RECENT PAYMENTS)

SEE REVERSE SIDE FOR EXPLANATION

METER SERIAL #D298880

PREVIOUS BALANCE	417.98
PAYMENT RECEIVED	33.29
CURRENT GAS CHARGE TOTAL	11.18
GAS CHARGES	11.18
CURRENT CHARGES	11.18
TOTAL AMOUNT DUE	395.87

2921
- 2905
= 7



A DIVISION OF ATMOS ENERGY CORPORATION

Direct Billing & Customer Service Inquiries to
 UNITED CITIES GAS 1-888-824-3434 (TOLL FREE)
 EMERGENCY TELEPHONE 1-800-556-5469 (TOLL FREE)

NAME: CLAIRE SCHULER BILL DATE: 07/10/00 CUSTOMER NO. 000329628
 SVC ADDRESS: 1007 OLD LASCASSAS HWY MURFREESB ACCOUNT NO. 50-000329628-0156971-7

DATE OF SERVICE		METER READING		USAGE IN CCF	RATE CODE	PRESSURE FACTOR
FROM	TO	PRESENT	PREVIOUS	(SEE EXPLANATION ON BACK)		
06/06/00	07/06/00	2931	2923	8	210A	

Summertime is grilling time! The turn of a knob can provide you with quick, safe, efficient natural gas for all your outdoor cooking needs. Natural gas grills don't 'run out' of gas or require tanks or refills. See your local gas appliance dealer for details!

METER SERIAL #D298880

PREVIOUS BALANCE		319.43
PAYMENT RECEIVED	14.44	
CURRENT GAS CHARGE TOTAL		13.03
GAS CHARGES	13.03	
SERVICE CHARGE TOTAL		0.44
LATE PAYMENT PENALTY	0.44	
CURRENT CHARGES		13.47
TOTAL AMOUNT DUE		318.46

2933 Total 13.47 318.46

IF BILL IS NOT PAID BY DUE DATE, A PENALTY
 (IF APPLICABLE) WILL APPEAR ON YOUR NEXT BILL

Comparative Usage	Monthly Usage CCF	Billing Days	Average Temperature
This Year	8	30	65
Last Year	16	34	70

(RETAIN THIS PART FOR YOUR RECORDS - THIS BILL MAY NOT REFLECT RECENT PAYMENTS)

SEE REVERSE SIDE FOR EXPLANATION



A DIVISION OF ATMOS ENERGY CORPORATION

Direct Billing & Customer Service Inquiries to
 UNITED CITIES GAS 1-888-824- (TOLL FREE)
 EMERGENCY TELEPHONE 1-800-556-5469 (TOLL FREE)

NAME: CLAIRE SCHULER BILL DATE: 06/13/00 CUSTOMER NO. 000329628
 SVC ADDRESS: 1007 OLD LASCASSAS HWY MURFREESB ACCOUNT NO. 50-000329628-0156971-7

DATE OF SERVICE		METER READING		USAGE IN CCF	RATE CODE	PRESSURE FACTOR
FROM	TO	PRESENT	PREVIOUS	(SEE EXPLANATION ON BACK)		
05/03/00	06/06/00	2923	2912	11	210A	

Turning off your natural gas meter in the Summer may not save you money in the long run. A service call and reconnection fee may be required in your state to turn it back on in the Fall. Be sure to inquire about these requirements BEFORE requesting a Summertime turn-off.

METER SERIAL #D298880

PREVIOUS BALANCE		395.87
PAYMENT RECEIVED	11.18	
ADJUSTMENT TOTAL		-79.70
ADJUST GAS CHARGES (-)	-79.70	
CURRENT GAS CHARGE TOTAL		14.44
GAS CHARGES	14.44	
CURRENT CHARGES		-65.26
TOTAL AMOUNT DUE		319.43

IF BILL IS NOT PAID BY DUE DATE, A PENALTY
 (IF APPLICABLE) WILL APPEAR ON YOUR NEXT BILL

Comparative Usage	Monthly Usage CCF	Billing Days	Average Temperature
This Year	11	34	64
Last Year	17	28	57

(RETAIN THIS PART FOR YOUR RECORDS - THIS BILL MAY NOT REFLECT RECENT PAYMENTS)

SEE REVERSE SIDE FOR EXPLANATION

Checked June 20 12:15am
 2926 (3 therms used in 2 wks 14 days)

Called TRA
 June 19 / no return
 around 4:00 pm Ball

July 3, 00 - 5:10 pm
 2930
 July 10, 00 - 3:00 pm 2932